



**Health Services**  
LOS ANGELES COUNTY

August 7, 2008

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Board of Supervisors

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TO: Each Supervisor

FROM: John F. Schunhoff, Ph.D.   
Interim Director

SUBJECT: **HEALTH CARE WORKFORCE DEVELOPMENT  
PROGRAM FY 2007-2008 FOURTH QUARTER REPORT**

This is to provide your Board with a Fiscal Year (FY) 2007-2008 fourth quarter report on the Health Care Workforce Development Program (HCWDP). During the quarter April 1, 2008 through June 30, 2008, a total of 522 Department of Health Services (DHS or Department) employees participated in training and education activities through HCWDP:

- 72 employees in Nurse Training
- 13 employees in Psychiatric Technician Training
- 156 employees in Nursing Post-Licensure courses
- 79 employees in College Pre-Requisite courses
- 102 employees in Academic Development courses
- 38 employees in Computer Skills classes
- 62 employees in Spanish courses

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*To improve health  
through leadership,  
service and education*

All Workforce Development courses are being provided to meet labor shortages within the Department or are skills enhancement courses requested by DHS management.

**Career Path Training programs to fill vacancies in areas of critical labor shortage:**

Nurse Education

- 11 Registered Nurses (RNs) who obtained their nursing licenses were appointed to vacant DHS nursing positions: ten (10) at LAC+USC Medical Center (LAC+USC), and one (1) at Olive View Medical Center (OVMC).
- 16 RNs and seven (7) LVNs who obtained their licenses are in the process of being promoted.
- 45 RNs completed the NCLEX preparation course.

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- 55 employees continued their education in the following nurse training cohorts: 21 employees in the RN program and eight (8) employees in the LVN-to-RN program at the College of Nursing and Allied Health; 13 employees continued in the LVN program at Los Angeles Unified School District.

#### Health Information Coding Training

- 11 DHS employees who had previously completed HCWDP training were on the certification list, awaiting promotion to Health Information Technician Trainee.
- 20 DHS employees have submitted applications for the Health Information Technician Trainee position and are awaiting evaluation of their application.

#### Psychiatric Technician Training

- 13 DHS employees continued in the Psychiatric Technician training program at Cypress College. Eight (8) of these participants graduated in May 2008 and four (4) plan to graduate in December 2008. One (1) employee dropped out of the program in April 2008, due to family matters. All remaining students are progressing satisfactorily.

#### **Skills Enhancement programs:**

##### Nursing Post-Licensure Training – provided at the request of nursing management

Fourteen nursing post-licensure skills enhancement courses were offered during the fourth quarter of FY 2007-2008, targeting training needs at Martin Luther King, Jr. Multi-service Ambulatory Care Center (MLK MACC), Hubert H. Humphrey (Humphrey) Comprehensive Health Center (CHC), LAC+USC, H. Claude Hudson CHC, OVMC, and Harbor-UCLA Medical Center (Harbor-UCLA).

- 54 employees completed a 24-hour Basic Dysrhythmia Course designed for nurses who care for monitored patients (three (3) courses were offered: two (2) at MLK MACC, and one (1) at Harbor-UCLA). This course includes: anatomy and physiology of the cardiac system, electrocardiography, recognition of normal sinus rhythm and basic dysrhythmias, as well as, treatment, including medication therapy, and nursing interventions.
- 31 employees, who work on a unit with monitored patients, completed a 40-hour "Monitor Tech" course (the course was offered at OVMC and Harbor-UCLA). This five (5) day course covers roles and responsibilities of the Monitor Tech, anatomy and physiology of the cardiac system, electrocardiography interpretation, recognition of normal sinus rhythm, and basic cardiac dysrhythmias.
- 12 employees completed an 8-hour "12-Lead EKG" course. This one day course was designed for health care providers who require basic knowledge of 12-Lead electrocardiography analysis and interpretation; the course includes lead placement,

normal axis, axis deviation, and changes related to heart disease. Successful completion of a Basic Dysrhythmia course is a prerequisite.

- 13 employees completed an 8-hour "Enhancing Critical Thinking" workshop designed to strengthen critical thinking skills and optimize effective clinical decision-making in a variety of health care settings. An interactive case study approach is used to identify clinical needs, anticipate expected treatment outcomes and possible complications, and initiate therapeutic interventions
- 17 employees completed a 32-hour "Blood Withdrawal/IV Certification" course designed for LVNs who work in patient care areas that require blood withdrawal or intravenous infusions. The course covers anatomy of the circulatory system; IV and venipuncture devices; venipuncture techniques; regulating and monitoring infusions; maintenance of fluids and electrolytes; and complications from IVs. Clinical instruction is included. Participants demonstrate patient teaching, venipuncture, and IV preparation and infusion.
- 12 employees completed a "Preceptor Workshop," a 16-hour course that teaches nursing and allied health personnel about the role and expectations of the preceptor (the course was offered at MLK MACC, and Hudson CHC). Topics covered include effective communication and conflict management, roles and responsibilities of a role model, preceptor styles, teaching methods, and facilitation techniques.
- 6 employees completed a 108-hour "RN-Refresher (Part 1)" course. This course is designed for RNs who have not provided direct patient care for two (2) or more years. The course offers a review and update on basic nursing skills and technology currently used at the bedside. This course allows participants to enhance their understanding of common medical conditions, clinical procedures and JCAHO regulations, while sharpening their critical thinking skills.
- 6 employees completed a one (1) day Psychotic Disorders course designed for health care providers who provide care to psychotic patients on a regular or occasional basis; the course will evaluate the effective management of such patients. Participants will engage in discussions related to physical and mental manifestations, violence, impulse control, psychotropic medications, documentation, elopement, suicidal and sexual precautions. Indications for medication therapy, communication techniques and restraint use will be discussed in this class.
- 3 employees completed a one (1) day Moods Disorders course designed for health care providers who provide care to psychiatric patients suffering with Mood Disorder; the course will evaluate the effective management of such patients. Participants will engage in discussions related to physical and mental manifestations, violence, impulse control, psychotropic medications, documentation, elopement, suicidal and sexual precautions. Indications for medication therapy, communication techniques and restraint use will be discussed in this class.

- 6 employees completed a three (3) day, Certified Emergency Nursing (CEN) Review course, which is designed to provide the experienced emergency department nurse with enhanced knowledge, test taking skills, and information needed to successfully pass the CEN Examination. CEN certification represents attainment of a specific body of knowledge needed to competently function as a nurse in an emergency department.

College prerequisite courses to prepare employees to enter professional career programs

- 9 DHS employees completed a one-semester Anatomy 1 course at Los Angeles Valley College. The course covered the structure and systems of the human body. Lab work included dissection of animal organs.
- 22 DHS employees completed a one-semester Political Science course held in the HCWDP Main Office – Training Room. This course is an introductory survey of the U.S. political system, and includes theory, structure and functions of American national, state, and local governments.
- 7 DHS employees completed a one-semester online English 101 course, which covered basic principles of writing college-level nonfiction essays, book evaluations, and research papers.
- 15 DHS employees began a one-semester General Psychology course held in the HCWDP Main Office – Training Room. This course covers the scientific studies of behavior covering personality, perception, motivation, emotion, memory, learning, intelligence, consciousness, and theory.
- 26 DHS employees began a one-semester Introduction to Sociology course held at the College of Nursing and Allied Health. This course covers human behavior as it relates to: child-rearing, personality, American culture, deviance, sexual patterns, marriage, divorce, social class, power, media, and other institutions.

Academic development courses to prepare employees to enter professional career programs

- 13 DHS employees completed a nine-week Math Fundamentals course, reviewing math principles such as order of operations, factors, multiples, combined operation, and prime numbers. The course, held at the College of Nursing and Allied Health, also covers time management and study skills.
- 15 DHS employees began a nine-week Writing Fundamentals workshop at the College of Nursing and Allied Health. This course reviews basic writing principles including grammar and sentence structure, as well as college-level study skills.
- 10 DHS employees completed a nine-week Language Skills (Level One) academic preparation course offered at the College of Nursing and Allied Health. This course reviewed reading/writing themes needed for health care careers, as well as time

management, test taking strategies, note taking, and study skills. Its goal: to provide participants with the skills needed to successfully complete a college level course.

- 18 DHS employees completed a four-week College Entrance Exam Preparation course offered at the College of Nursing and Allied Health. This 33-hour course includes a review of order of operations, decimals, scientific notation, rounding, proportions, graphing, exponents, and algebraic expressions, as well as test-taking strategies.
- 31 DHS employees completed a one-week Promotional Test Preparation Workshop offered at various DHS facilities (e.g. OVMC, Rancho Los Amigos National Rehabilitation Center, Humphrey CHC, and the College of Nursing and Allied Health). This course includes a review of Basic English and Math concepts that students may encounter in various standardized test; in addition, test-taking and time management skills are covered.
- 7 DHS employees began a nine-week Math Skills (Level One) course at the College of Nursing and Allied Health. This course includes a review of math concepts needed for Healthcare Careers, with a specific focus on pre-algebra.

#### Skills Enhancement

- 38 DHS employees completed computer technology courses, including Excel II (Formulas, Charts and Lists), Computer and Language Skills, Typing Skills Enhancement.
- 62 DHS employees completed Spanish for Nursing Students –Level 1, Spanish for Nursing Units-Level 1, Spanish for Nursing Units – Level 2, and Spanish for Patient Financial Services (PFS) = Level 2. These classes have been tailored to focus on the basic oral interactions needed by Nursing or PFS personnel. It covers Spanish language concepts, grammar, conventions, and vocabulary.

If you have any questions or need additional information, please let me know.

JFS:vh  
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c: Chief Executive Officer  
County Counsel  
Executive Officer, Board of Supervisors